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**Overview**

This standard is about performing routine visits of let properties as a landlord or as an agent acting on behalf of a landlord. When acting as an agent on behalf of a landlord you must ensure you obtain their agreement for a visit to a tenanted property.

During visits there may be maintenance issues which come to light. It is important to ensure that visits are well planned and that consent of the tenant is gained to enter the property in accordance with the terms of the agreement

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**Performance  
criteria**

- You must be able to:
- P1 check the terms of the tenancy/licencee agreement for the amount of notice which is required to be given to tenants/licensees and other relevant information
  - P2 ensure that visits are undertaken in line with the terms of the tenancy /licencee agreement
  - P3 contact the tenant to make arrangements to undertake the visit
  - P4 assess any risks to your personal safety and security associated with the visit and take appropriate steps to minimise these risks
  - P5 familiarise yourself with the inventory for the property
  - P6 ensure that you provide formal identification to the tenant/licencee on arrival
  - P7 gather information from the tenant/licencee relating to any problems they may have with the property and advise them of what actions you are able to take
  - P8 check the general condition of the property
  - P9 maintain acceptable professional standards of appearance and conduct in all dealings with tenants/licensees
  - P10 ensure that any outstanding issues have been dealt with appropriately
  - P11 confirm the results of the visit to the tenant/licencee and complete documentation

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**Knowledge and understanding**

**You need to know and understand:**

- K1 current relevant legislation, guidelines and codes of practice relevant to tenancies/licences and their impact for you
- K2 how to organise visits to tenanted/licenced properties and the length of time between visits which is acceptable
- K3 the general terms of the tenancy/licencee agreement
- K4 the principal types of risks to yourself, when visiting properties, both vacant and occupied, and the actions appropriate to minimising these risks
- K5 the responsibilities between yourself and tenant and who is responsible for what according to the tenancy/licencee agreement and current relevant legislation
- K6 how to make arrangements for access to properties and what to do if access is denied
- K7 reporting arrangements for any issues which may arise as the result of a visit
- K8 the importance of maintaining acceptable standards of appearance and conduct in all dealings with tenants/licensees
- K9 the general condition of the property at the last visit including the broad contents of the inventory and any existing damage at the start of the tenancy/licence

# ASTRL17

## Visit tenanted properties



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<b>Original URN</b>	ASTLL7; ASTRL17
<b>Relevant occupations</b>	Managers; Managers and Proprietors in Other Service Industries; Managers and Senior Officials; Property Managers; Contract Managers
<b>Suite</b>	Residential Property Letting and Management; Residential Landlords
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